Higher Education Services Corporation

New York State Grants & Scholarships
We help people pay for college.

HESC administers the Tuition Assistance Program (TAP), as well as many scholarships and loan forgiveness programs to assist students in achieving their educational goals.
TAP Processing

- Applications
- Rosters
- Remittance Advice
First Step

- FAFSA Application
TAP Link on FAFSA

2012-2013 Confirmation Page

Confirmation Number: F01500210204 11/08/2011 09:08:12
Data Release Number (DRN): 8915

Congratulations, Testing! Your FAFSA was successfully submitted to Federal Student Aid. You should print this page for your records.

Optional Feature - Transfer your parents' information into another FAFSA. Do your parents need to complete a FAFSA for your brother or sister? Click here and all the information your parents provided in this application will be transferred to a new FAFSA. Your parents will have to provide a signature again, but that's all.

Optional Feature - Start your state application - Click here if you want to apply for New York state-based financial aid.

Eligibility Information

Estimated Expected Family Contribution (EFC) = 00000

The EFC is an index that schools use to determine your eligibility and is not the amount of money that you have to pay. Your school's financial aid office will use your EFC to determine the specific types and amounts of student aid you are eligible to receive.

You may be eligible to receive the following:

Pell Grant Estimate - $5,550.00
Direct Stafford Loan Estimate - $5,500.00

You may also be eligible to receive other federal, state, or institutional grants, scholarships, and/or work-study.
An ISIR record will be selected for NYS processing when all the following conditions are met:

- Nine-digit numeric entry in Student’s current SSN
- Citizenship status is
  - Blank or not 3, or
  - Blank and Student’s assumed Citizenship is not blank
- Primary EFC is shown
- ISIR record shows SSN match equal to 2, 3, or 4
ISIR Selection

• Student’s Permanent State is not blank
• Student’s State of Legal Residence equals NY
• College code equals a NYS School (found on the HESC college table)
• An ETA or completed APP has not previously been created for the same student determined by a match on SSN
Second Step

- TAP Application
Welcome to TAP on the Web! This online application process allows you to apply for New York State’s Tuition Assistance Program (TAP). The New York State Higher Education Services Corporation (HESC) is the State’s student financial aid agency, helping people pay for college by administering 18 student financial aid programs, including TAP, the New York Higher Education Loan Program (NYHELPs), a highly successful College Savings program, and offering guidance to students, families and counselors.

To complete your online TAP application, you must first create a user name and personal identification number (PIN). Click here.

If you have not submitted a FAFSA application, you may do so at www.fafsa.ed.gov

TAP may be unavailable every Sunday from 1:00 a.m. to 11:00 a.m. Eastern Time. We apologize for any inconvenience this may cause.

Terms and Conditions | Privacy Policy | Accessibility Policy
Express TAP Application (ETA)

- HESC ceased automatically mailing paper applications with 2010-11 academic year, saving time, resources and cost

- ETA printed only upon request by student or school
  - Student can call HESC or request online
  - School can request ETA to be sent using Request TAP Form task
  - School will continue to have on-site print function under Reports/Standard Reports
ETA by Request

- Same prefilled application based on FAFSA data!
- Instead of creating the file to get a paper application 2-3 weeks after ISIR selection, the print function will be available 1 or 2 days after ISIR selection
Processing Update

- 2011-12
- 2012-13
Applications

- Over 620,000 processed as of February 15, 2012
  - ETA 2%
  - Renewal Process 29%
  - FAFSA Direct 25%
  - Anytime TOTW 44%
Processing Update 2012-13

Applications

- Over 65,000 processed as of February 15, 2012
  - ETA <1%
  - Renewal Process 39%
  - FAFSA Direct 32%
  - Anytime TOTW 29%
TAP Application Processing

TAP

VIAC

Residency

Citizenship

Loan Default

SSN

Income Verification
Residency

HESC makes initial determination based on:

1) History
   • Was student denied/pending in a previous year?

2) FAFSA DATA
   • Student’s date of residence
   • Parents’ state of residence (for dependent students)
   • Student’s address not New York State
Residency

HESC can question residency post-application processing due to:

- Income Verification with NYS Department of Taxation and Finance: student/spouse/parent filed NYS IT-203 tax return;

- ISIR address changes will update TAP record- if address changes to out-of-state address, student’s residency will be questioned.
Residency

School must question residency (decertify or notify HESC) if:

- Parental data on file indicates parents are not New York State residents (for dependent students);
- Student’s high school diploma is not from a New York State school.
Residency

- How to inform HESC:
  - DocTrac
  - Student Record Maintenance

- Please let HESC know why you are questioning residency.
Income Verification Process (IVP)

- HESC attempts to verify every SSN (student, spouse, parents) on every student record
- IVP begins in May for new processing year
- IVP is then processed every week until application processing deadline (June 30)
- Information on verification provided on View Student Record, Student Status Lists
Verification of Income Adjustment Claim (VIAC)

- Income used to calculate TAP eligibility can be adjusted for other family members (OC) attending college full time
  - for dependent students: sibling, spouse, parent
  - for independent students: spouse, children

- Application process collects OC name, SSN, relationship to applicant
  - must be full time for at least one term, can attend out of state
HESC needs signature sign off for all OC (one time only) to send information regarding the OC to the Clearinghouse to verify enrollment.

Clearinghouse verifies full-time enrollment; if not found or found less than full time, OC will be deleted and award recalculated (spring).
2012-13
Startup Changes
2012-13 Startup Changes

- Financial Independence Status (FIS)
  - Streamline edits and messages

- FIS Petition Status Codes
  - Unchanged: G, J, L, M, P, Q, K, T, Z
  - New Definition X-Replaces U, V, W, X
  - New Code W-Student is dependent based on response to new question, “Are you claiming financial independence from your parents?”
2012-13 Startup Changes

- Exemptions
  - Minimize income issues
- IT-150 tax form
  - Not available for 2011 tax year
- Graduate students
  - Non-funding notification in application process
2012-13 Startup Changes

- ETA color
  - White from now on

- Disability Date Change
  - Report actual date of permanent disability including dates prior to current year
HESC’s DocTrac System
School officials may use the DocTrac process to follow documents that maintain, update and correct information in a student’s scholarship or TAP file.

Examples of items that may be tracked are TAP residency documentation, financial independence documentation, proof of dependency, federal and state income tax forms, and other time sensitive information.

*TAP applications, TAP change forms and TAP requests for Information may not be processed using the DocTrac system.
Applicant must submit a completed NYS Residence Review Questionnaire. Fields left blank could result in a denial.

Questionnaire is available electronically for students
- Go to Manage My Account
- Use ID and HescPIN to access

Financial Aid Professionals (FAO) can print paper questionnaire in secure Transaction Center
- Student completes document
- FAO submits to HESC through Doctrac
DocTrac:
Proof of Financial Status

Proof of Independent Status
• Budget forms from Social Services
• Court Documents
• Third party letters e.g. minister, teacher, doctor, friend’s parent aware of circumstances and who is allowing student to live with them.

Proof of Dependents status
• Insurance card listing dependent student
• Tax forms
• Third party letter from pediatrician or school stating student is the guardian of listed children
Federal and State tax forms

Supporting documentation for exclusion of parental income:
- Separated or divorced date and proof of separate residences for parents and/or applicant and spouse; separation/divorce papers filed with the county/court; tax returns and W-2s.
- Disabled: date and physician’s written statement (must state disability is total and permanent); tax returns and W-2s.
- Deceased current year: date; tax returns and W-2s for both parents or both the applicant and spouse.
- Deceased prior year with joint return: date; tax return and W-2s to prorate income (removing the deceased parent or spouse’s income)
DocTrac

❖ Process

• Download and complete the DocTrac cover sheet, providing the school name, the contact person’s e-mail address and phone number, the student's name and SSN, and the reason for submitting to HESC

• For HESC to process requests quickly and efficiently, college administrators must provide all of the information requested on the cover sheet
DocTrac

- Send completed cover sheet with supporting documentation via DocTrac e-mail address or fax number
  - DocTrac e-mail: doctrac@hesc.org
  - DocTrac Fax: (518) 473-1414

- HESC issues a confirmation number for college administrators to track documents and obtain current processing status

- Confirmation numbers are issued within 3 business days
Important Considerations

- **For school use only**
- Use cover sheet to list all documents faxed
- If documentation is insufficient to process award, student and school will be notified of additional documentation required
- 300-400 transmissions per month
- Designated person in G & S processing for all DocTrac transmissions
- HESC will e-mail when processing is complete
Student Record Maintenance (SRM)
Student Record Maintenance (SRM)

- Supply and revise student data from the FAFSA, TAP on the Web Make an (TOTW) application and/or ETA
- Adjustment to the number of other family members attending college, used in the calculation of the TAP award
- Certify student awards currently pending on a roster and amend student awards previously certified
Certification Processing Flow

HESC creates Rosters from approved applications

School certifies and corrects rosters and returns to HESC

HESC gathers all certification data daily. Processes on Thursday night. Remittance advices released on Friday.

Changes may be made to certifications prior to and after processing.
Resources

- Transaction Processing (View Student Record, Student Record Maintenance, View/Submit Pending Certification, View/Submit Multiple Pending Certifications, View/Correct Student Certification)

- Programs, Policies, and Procedures Guide to Grants and Scholarship Programs (includes schedule information in Appendix A)

- TAP Coach

- TAP Processing Schedule
Resources

New York State Higher Education Services Corporation
Andrew M. Cuomo, Governor
Elsa Magee, Acting President

HESC Online Processing
- HESC Transaction Processing (Secure)
- Web File Transfer

TAP and Scholarship Resources
- APTS Handbook
- Award Estimators
- Forms for Financial Aid Professionals
- Programs, Policies and Procedures:
  - Guide to Grants and Scholarship Programs
- TAP Coach
- TAP Processing Schedule
- TAP School Codes

Grants and Scholarships Questions and Answers

Flexible Processing
- Alternative Loan Processing
- DocTrac Processing
- Electronic Data Exchange System

Common Manual

Financial Aid Professionals

Get information about how HESC processes grants and loans. Get technical support. Learn more about our products and services.

This section of HESC.org gives college financial aid professionals information about the services HESC provides to help them help students.

In the Spotlight

- Stuck on a FAFSA Question?
- GoCollegeNY.org Launched; Encourages High School Students to Stay in School, Go to College
- Net Price Calculator Requirement
Financial Aid Professionals

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TAP Coach

TAP Coach is a comprehensive tool that assists college financial aid officers with TAP administration. Designed to supplement the existing Programs, Policies and Procedures Manual (commonly referred to as the TAP Manual), TAP Coach contains detailed information on a variety of TAP-related topics. With an indexed format that enhances ease of use and links to related content in the TAP Manual, TAP Coach should provide you with valuable assistance for your day-to-day administrative duties.

Begin Your Research

Select a letter range from the table below to reveal a list of TAP Coach topics.

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TAP Coach

TAP Coach - A to C

TAP Coach Subject Index - A to C

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Thank You

George Kazanjian
Vice President, Grants and Scholarships

Norene Grose
Director, Grants and Scholarships

Contact HESC:
1-866-431-4372
scholarships@hesc.com